

Presentation title: SMILE: Supervisor/Manager Intensive Learning Experience

Instructor: Barry Furey

Length: One (1) Day

Format: PowerPoint / Classroom

Tools: Laptop, projector, screen, PowerPoint with imbedded video, handouts

Objectives: **From a management/supervisory position:**

To understand and identify the various personality types that make up ECC employees.

To identify effective strategies for dealing with these employees.

To identify issues with social media usage and public employees.

To identify and understand methods of creating defensible QA programs and evaluations.

To identify the key elements of liability and how to avoid them.

To identify and understand how to deal with callers during times of police/community conflict.

To identify and understand methods of dealing with cliques, bullying, sexual harassment, and unfair treatment of trainees.

To identify and learn tactics to deal with disgruntled callers/complaints.

To identify methods of dealing with the media.

To learn and identify signs of stress in the workplace and how to deal with it.

Knowledge shall be displayed by participation in question and answer sessions throughout the course, and through role-playing exercises.

- I. Introduction
 - a. Instructor Qualification
 - b. Course objectives
- II. Why are we here? Pest control for your PSAP!
 - a. These are your fleas.
 - b. This is your circus!
- III. What's In a Name?
 - a. **Protect Securely Against Pests**
 - b. **Entomological Care Center**
 - c. Extremely Cooperative Critters
 - d. Extraordinarily Cunning Creepers
- IV. Wouldn't it be Nice?

- a. If employees had to wear a placard like tanker trucks to tell you what they carried inside and how to deal with it?
- V. Killer Bees
 - a. Genus progressum prohibitum
 - i. Appear in swarms whenever new ideas hatch
 - ii. Buzzwords, “we’ve tried it before ...”
 - iii. Build up momentum as others join in the attack
- VI. Stink Bug
 - a. Genus Hygeinus Absenteeum
 - i. Not pleasant to be around
 - ii. Two varieties – One overcompensates through use of cologne, etc.
 - iii. Leave scent trail in chairs
- VII. Firefly
 - a. Genus: Service Singularium
 - i. Only comfortable at one position
 - ii. Varieties exist for all services
 - iii. Shows predatory possession of single channel or service
- VIII. Bed Bug
 - a. Genus: Bang-in Perpetulum
 - i. Earns a day, burns a day
 - ii. Often heard coughing on the phone
 - iii. Seldom seen on weekends
- IX. Book Worm
 - a. Genus: Barrister Outhousium
 - i. Knows every regulation
 - ii. Spouts them when cornered
 - iii. Does not believe regulations apply to them ...
- X. Praying Mantis
 - a. Genus: Rookie Terminatium
 - i. Appetite for tender flesh
 - ii. Can be found near hatchlings
 - iii. Has short-term memory
- XI. Inch Worm
 - a. Genus: Limitus Pushingdem
 - i. Given an inch takes a mile
 - ii. Pushes limits
 - iii. Can be found on extended breaks
- XII. Jitterbug
 - a. Genus: Jumpum Aroundum
 - i. Seldom stays on task
 - ii. Startled by loud noises
 - iii. Freezes up in crisis
 - iv. Millennial fueled by energy drinks
 - 1. Studies showing impact of energy drinks

- XIII. Mosquito
 - a. Genus: Drainum Moraliū
 - i. Makes lots of noise for little good
 - ii. Drain blood from entire staff
 - 1. Carry additional infections
- XIV. Dung Beetle
 - a. Genus: Sheetus Magnetiumvery
 - i. center has one or more
 - ii. Surrounded by ringing phones and full CAD screens
 - iii. When they sit down – watch out!
- XV. Moths
 - a. Genus: Spotlight Noticiū
 - i. Drawn to bright light and activity
 - ii. Easily loses focus
 - iii. When light dims, loses interest
- XVI. House Fly
 - a. Genus: Ringus Noanswerum
 - i. Flies to their house immediately at end of shift and hides until due back
 - ii. Resistant to callback attempts
- XVII. Mad Hornets
 - a. Genus: Pistofedum Perpetuam
 - i. Ain't Got No Happy
 - ii. Never
 - iii. Ever
- XVIII. Termites
 - a. Genus: Destroyum Stabilitium
 - i. Chew up critical support
 - ii. Work unseen
 - iii. Cause tremendous damage
- XIX. No-see-um
 - a. Genus: Invisibalis Wenuneedum
 - i. Avoids busy environments
 - ii. Knows many hiding places
 - iii. Move most rapidly at shift change
- XX. Glow Worm
 - a. Genus: Painme Nofeelum
 - i. Chemically induced glow
 - ii. Wobbly demeanor
 - iii. Consumes excessive breath mints
 - iv. What constitutes fit for duty?
 - v. What symptoms may be exhibited?
 - vi. What course of action should be taken?
- XXI. Meal Worm
 - a. Genus Radum Refrigeratus

- i. “Borrows” co-worker’s food for personal consumption
 - ii. Commonly found in kitchen and break room areas
 - iii. Very difficult to see but always present
- XXII. Spelling Bee
 - a. Genus: Whatdehell Didujustwrtieum
 - i. Evidence of there presents cn oftan times be found in the CAD comnents
 - ii. Invidule members develop they’re own dileckt
 - iii. Dispatchers luv em!
- XXIII. Social Media Butterfly
 - a. Genus: Onlineium Continuoso
 - i. Can be easily found on social media
 - ii. Knows more about Tinder than CAD
 - iii. Sends an MDT message and expects
 - iv. On duty vs off duty posts
 - 1. Release of sensitive information
 - 2. LODD notification
 - 3. Prioritizing personal posts/chat
 - 4. Hate speak
 - 5. Inappropriate comments about agency
 - 6. Questionable conduct
 - v. Expectations of public employment
 - 1. Are you online friends with any of your employees?
 - vi. Real life scenarios
 - 1. Release of LODD info
 - 2. TC charged with release of information
 - 3. Feeling Cute challenge gone wrong
 - 4. Fat shaming/bullying
 - 5. Posting of threats
 - 6. Inappropriate humor
 - 7. Goofing off at work
 - 8. Complaints about co-workers/call-handling
- XXIV. Love Bug
 - a. Genus: Badgebunnus Maximus
 - i. Thinks MDT stands for “My Dating Terminal”
 - ii. Better chance than not to wind up on Maury or Jerry
 - iii. Need an org chart to sort out their personal relationships
- XXV. Love Bug Blue Boy Variety
 - a. Genus: Horndogium Lawenforcium
 - i. Attracted by sweet sounds
 - ii. Always seeking fresh honey(s)
 - iii. Appear in swarms immediately after new-hires arrive
 - iv. Mightily confused by automated voice dispatches
- XXVI. Sexual Harassment
 - a. Act immediately

- b. Report up chain
 - c. Get witnesses
 - d. No “3 strike rule”
 - e. Can be reported by 3rd party
- XXVII. Software Bug
- a. Genus: Breakinstuff Wheuneedit
 - i. Not an employee but frequent guest
 - ii. Shows up unannounced
 - iii. Causes chaos, havoc, and commotion
 - iv. What is your SOP?
 - v. Have you ever worked a failure?
 - 1. What worked?
 - 2. What didn’t?
 - 3. Why?
 - vi. Do you have an evac plan?
 - 1. When was it last tested live?
 - vii. Multiple failures
 - 1. Murphy was an optimist
- XXVIII. Zom-bee
- a. Genus: Nervosa Colapsium
 - i. Victim of stress in the hive
 - ii. Carrier of PTSD
 - iii. Needs support!
 - iv. What are signs of PTSD?
 - v. What resources are available?
 - vi. Post incident debriefing
 - vii. Biggest cause of stress = life!
 - viii. Coping tactics
- XXIX. Other “problem children”
- a. Comparison shoppers
 - b. Gossips
 - c. Two-faced employees
 - i. Dealing with the “Eddie Haskell’s” of the world. How an old sit-com character can teach us much about human behavior.
 - d. The perpetual victim
 - e. Drama kings/queens
- XXX. Managing evaluations
- a. What form do you use?
 - b. How do you gather info?
 - c. Is your QA defensible?
 - d. How to measure measurable goals
 - e. Graph should look like a bell curve
 - f. Meets expectations is NOT a bad review
 - g. Halo principle

- h. Will vs. skill
- XXXI. The Media/Citizen complaints
 - a. What to say
 - b. What not to say
 - c. Accusations against employee
 - d. Accusations against first responders
 - e. Formal statements
- XXXII. Community/Police Friction
 - a. Causes
 - b. Trigger points
 - c. Does not even have to be local incident
 - d. How to best manage
- XXXIII. Protracted incidents
 - a. Staffing
 - b. Supply
 - c. Shedding load
 - d. TERT
 - e. FEMA/State Resources
- XXXIV. Liability Simplified
 - a. Duty
 - b. Breach
 - c. Damage
 - d. Proximate cause
- XXXV. Avoiding STDs
 - a. Supervisor Transition Diseases
 - i. I'm still your friend – everything is OK
 - ii. I'm now THE BOSS – everything gets written up
 - iii. Managing older/more experienced co-workers
 - iv. Can you be a supervisor and still be a friend?
 - v. Dealing with others who wanted the job
- XXXVI. Role Playing Exercises
 - a. Students will be presented with scenarios based upon real life incidents that required critical thinking by the managers and supervisors involved. Working individually, and in teams, they will present their solutions to the class, and the results will be compared to the outcome of the actual events.
- XXXVII. Summary & Review
 - a. Students may present questions concerning issues they are facing. Group discussion will be used to present input.
 - b. In all cases, students will be referred to their agency SOP as final arbiter.
 - c. Review/clarification of major points covered
- XXXVIII. How to Contact Me & Thanks!!!